

**R E M A R K S**

Reconsideration of this application, as amended, is respectfully requested.

**RE: THE DRAWINGS**

Figs. 2 and 6 have been amended to correct the spellings of "question" and "brush".

Submitted herewith are corrected sheets of formal drawing which incorporate the amendments and annotated sheets showing the changes made thereto.

No new matter has been added, and it is respectfully requested that the amendments to the drawings be approved and entered.

**RE: THE CLAIMS**

Independent claims 1, 9, 21 and 28 have been amended to clarify that selectable options for making a repair request and for purchasing a new product are displayed at the client terminal.

In addition, claims 1-28 have been amended to make some minor grammatical improvements and to correct some minor antecedent basis problems so as to put the claims in better form for issuance in a U.S. patent and to better comply with the

requirements of 35 USC 112. The informalities pointed out by the Examiner have all been corrected.

No new matter has been added, and it is respectfully requested that the amendments to the claims be approved and entered and that the rejection under 35 USC 112 be withdrawn.

RE: THE PRIOR ART REJECTION

Claims 1-28 were rejected under 35 USC 103 as being obvious in view of USP 5,657,233 ("Cherrington et al"). This rejection, however, is respectfully traversed.

As recognized by the Examiner, Cherrington et al discloses a terminal that provides a display for allowing selection of input information.

It is respectfully submitted, however, that Cherrington et al is merely directed to a system whereby repair cost estimates are provided to a customer via point of sale terminal. And it is respectfully pointed out that according to Cherrington et al, the identification of the product and diagnosis of the malfunction are performed via a technician terminal. (See for example columns 5 and 6 of Cherrington et al).

By contrast, according to the present invention as recited in amended independent claims 1, 9, 21 and 28, a display is displayed at a client terminal of a client for identifying a type of product as a repair object, and a question is displayed at the

client terminal for checking a malfunction state of the identified repair object.

It is respectfully submitted that Cherrington et al does not at all disclose, teach or suggest enabling a client to simply answer questions via a client terminal to inspect his automobile.

In addition, it is respectfully pointed out that according to the present invention as recited in amended independent claims 1, 9, 21 and 28, selectable options are displayed at the client terminal for making a repair request and for purchasing a new product.

And it is respectfully submitted that Cherrington et al does not at all disclose, teach or suggest that a new product may purchased via selection of an option at the client terminal, instead of making a repair request.

Accordingly it is respectfully submitted that the claimed present invention patentably distinguishes over Cherrington et al under 35 USC 103.

RE: THE IDS FILED ON NOVEMBER 15, 2001

Submitted herewith is an IDS submitting English language abstracts for each of the Japanese publications cited in the IDS filed on November 15, 2001. It is requested that the Examiner consider these publications and make all of them of record.

RE: THE OFFICE ACTION SUMMARY SHEET

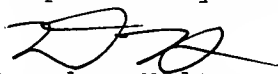
It is respectfully pointed out that the acknowledgment of receipt of the priority document on the Office Action Summary is incomplete. It is respectfully requested that the Examiner acknowledge receipt of the certified priority document.

\* \* \* \* \*

In view of the foregoing, entry of this Amendment, allowance of the claims and the passing of this application to issue are respectfully solicited.

If the Examiner has any comments, questions, objections or recommendations, the Examiner is invited to telephone the undersigned for prompt action.

Respectfully submitted,

  
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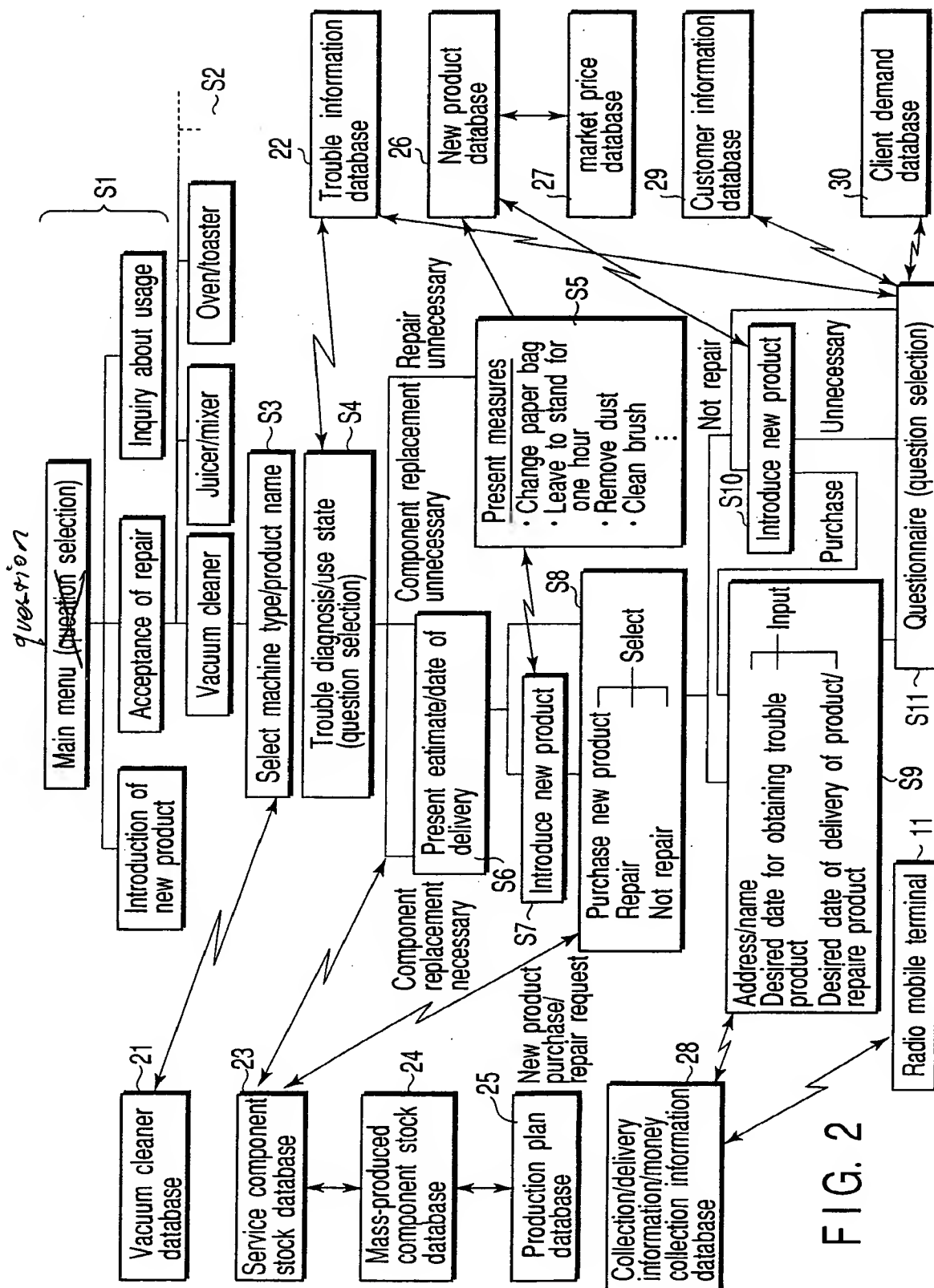
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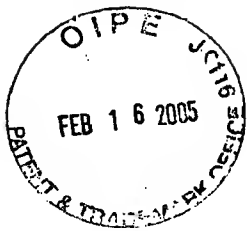
**Amendments to the Drawings:**

Fig. 2 has been amended to correct the spelling of the word "question".

Fig. 6 has been amended to correct the spelling of the word "brush".

Attachments:   Annotated Sheets Showing Changes  
                  Replacement Sheets





Please click your machine type  
Machine type is displayed on back side of vacuum cleaner main body

VC-F3CW)	VC-XXX(X)	VC-XXX(X)
VC-F3C(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(B)	VC-XXX(X)	VC-XXX(X)
VC-F4Y(G)	VC-XXX(X)	VC-XXX(X)
VC-Q1(G)	VC-XXX(X)	VC-XXX(X)
		Next page

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FIG. 5

Please click trouble state

Motor does not operate	XXXXXXXXXX
Suction force is weak	XXXXXXXXXX
Cord cannot be wound up	XXXXXXXXXX
Dust sign is not lit even with accumulated dust	XXXXXXXXXX
Floor <del>brush</del> does not rotate	XXXXXXXXXX
Suction force cannot be controlled	XXXXXXXXXX
Next page	

brush

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FIG. 6